



Administrative Policies and Procedures: 4.27

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| Subject: | Employee Exit Interview |
| Authority: | TCA 37-5-105, 37-5-106 |
| Standards: | PA-HR 7.05 |
| Application: | To All Department of Children's Services Employees |

Policy Statement:

Any employee transferring from the Department of Children's Services or separating from state government will be required to complete Part One and Two of the Exit Interview Questionnaire.

Purpose:

The establishment of this policy is to provide the information necessary to document and improve property accountability and ascertain reasons employees leave the department in order to collect data and information to be used to identify turnover risks and improve employee retention.

Procedures:

A. Normal Separations

1. A two-part exit interview process must be completed when an employee transfers or separates from employment with the Department of Children's Services. In the event the separating or terminating employee is unable or unwilling to participate in the two-part exit interview process, the local Human Resource Officer will document this in the **Exit Interview Log**. The exit interview process consists of the following two-parts:
 - a) **Part One** – Retrieval of assigned State Property/Termination of Computer Access and Completion of the *Exit Interview Questionnaire Part One*
 - b) **Part Two** – Completion of the *Exit Interview Questionnaire Part Two*, One-on-One Interview Process and Benefits Summary Information
2. The direct supervisor will meet with the transferring or separating employee and retrieve all state property and document receipt on form **CS-0558, Exit Interview Questionnaire - Part One** prior to the employee's last scheduled work day. The following must be accomplished during the meeting with the supervisor:
 - a) Complete Exit Interview Questionnaire Part One
 - b) Collect Assigned State Property
 - c) Designee must terminate Computer Access through local ROLS Administrator

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| | <ol style="list-style-type: none"> 3. The supervisor will review form CS-0558 and document on the form that the employee has returned all assigned state property including, but not limited to: <ol style="list-style-type: none"> a) Office Keys b) Uniforms c) Pagers d) Cell Phones, including accessories e) Blackberry f) Laptop Computers, including accessories g) ID Card h) Phone Card and/or Credit Card i) Parking Decal 4. The supervisor will forward form CS-0558 Exit Interview Questionnaire Part One to Human Resources for processing. 5. Human Resources will schedule a time to meet face-to-face with the employee to complete the Exit Interview Questionnaire Part Two. If an employee chooses not to schedule a face-to-face interview, they can submit the Exit Interview Questionnaire Part Two to Human Resources. Human Resources will review the Exit Interview Questionnaire Part Two and seek clarification regarding any identified issues. The employee may also share additional information or comments with Human Resources regarding his/her employment. The Exit Interview Questionnaire Part Two is then sent to Central Office Human Resources for quarterly analysis. |
| B. Special Separations | <p>There may be instances when the normal exit interview process is not possible. For example, this may happen when an employee resigns without notice, employee calls or emails resignation and never returns. In these instances, the supervisor must complete the Exit Interview Questionnaire Part One as soon as possible after the departure of the employee. Special effort must be made to locate and identify state property assigned to the employee. The following must be accomplished when these situations occur:</p> <ol style="list-style-type: none"> 1. The supervisor must terminate computer access through local ROLS Administrator immediately upon notification of departing employee. 2. The supervisor must notify and alert the appropriate regional, institutional or Central Office property administrator of missing and/or unaccountable property that was assigned to the departing employee. |
| C. Data Compilation and Review | <ol style="list-style-type: none"> 1. All information/comments and data will be compiled monthly by the field Human Resources staff and shared with the Regional, Youth Development Centers, Group Homes and Central Office Management staff without identification of the separating employee. Management will address deficiencies identified and develop protocols to improve programmatic and administrative operations, if applicable to be changed. |

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| | <ol style="list-style-type: none">2. Exit interview data will be recorded by field Human Resources staff in the established report format including data pertaining to the reason for leaving whether it is positive, neutral or negative. If an employee leaves without completing the <i>Exit Interview Questionnaire Part One and Two</i>, it will still be recorded in the established report format.3. The data will be compiled by Central Office Human Resources and analyzed to identify risks, turnover issues and type of exits (<i>i.e.</i>, positive, neutral, negative, <i>etc.</i>) to determine if corrective action may be warranted. This information will be shared with the Commissioner, Deputy Commissioners, Executive Directors, Departmental, Regional, Group Home and Institutional Management for use in the Human Resources planning process. |
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| Forms: | <u>CS-0558, Exit Interview Questionnaire</u> |
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| Collateral documents: | <i>None</i> |
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